

Organizational strategies targeting patients with chronic disease to adopt and use personal health records (PHRs).

Telephone Interview Schedule

Questions for interview

The questions reflect 5 domains;

- Organizational strategies to encourage PHR registration
- Organizational strategies to encourage use of PHRs
- Measuring patient usage and outcomes
- The value of PHRs for patients and for the organization
- Advice for other organizations implementing PHRs and looking to the future

Introduction: Your PHR System

What is the name of your PHR?

When was it implemented (go live)?

Is it homegrown PHR or a commercial PHR?

(If not homegrown, what is the name of the vendor?)

Organizational strategies to encourage PHR registration

1. **What has your organization done to promote PHR registration?**
Hint: marketing, guidelines and procedures, incentivize staff
2. **What do you think has been the most effective?**
3. **Have you done anything to encourage physicians or nurses to recommend use of the PHR to their patients? (and what has been the most effective?)**
4. **What have you found to be the major barriers for a patient to register? (and how have you addressed these?)**
5. **Once registered, what are the major barriers for patients to get on-line and view their records? (and how have you addressed these?)**

Organizational strategies to encourage use of the PHR

1. **Have you used any design features to meet the different characteristics, needs and capacities of the patients you serve?** Hint: reading age, health literacy, English second language, personalize information, authorize family or other care-givers etc
2. **Has your organization involved patients with chronic disease (and their families) in the design of the PHR?**
Hint: involved in useability tests, feedback from surveys, feedback buttons, HELP buttons, involved in actual design
3. **Does your PHR have any specific/novel features for patients with**
 - Coronary artery disease?
 - Asthma?
 - CHF?
 - Diabetes?
4. **Can patients add information or amend information within the PHR? In your opinion, what are the benefits and issues with an organization allowing these functions?**
5. **In your opinion, which components of PHRs are most important in engaging patients with chronic disease (and their families) in their care?**
6. **Patients may have multiple chronic disease conditions. How well do you think the PHR handles this from a patient's perspective?**

Measuring PHR usage and outcomes

1. **Does your organization routinely collect data on PHR registration and usage by patients? Can you look separately at patients with chronic disease? If yes, what is this data used for?**
2. **Are there segments of your chronically ill population less likely to make use of the PHR? If yes, what have you done to increase usage?**
3. **Do you have any data that links patients' use of PHRs to patient health outcomes? Would you share that with us?**

Hint: improved physiological indices, increased medication adherence, reduced hospitalizations, reduced 30-day readmission rate.

The value of PHRs for patients and for the organization

1. What value do you believe your PHR has for patients?

2. What value do you think that having a PHR has for the organization?

Hint: What does the organization hope to accomplish by offering a patient portal?

3. In general, would you say that a PHR has a positive effect on health service efficiency and clinical outcomes? If yes, can you please elaborate?

4. In your organization, what is the business case for the PHR?

Hint: for supporting, updating and implementing PHRs

5. With regard to improving patient engagement, how great an impact would you say PHRs have?

Very significant (1), Somewhat significant (2), Not very significant (3), Not at all significant (4)?

1 2 3 4

Can you please elaborate?

Hint eg in what ways do PHRs engage patients? What does patient engagement mean to you?

6. In your opinion, should the use of PHRs become a mandatory requirement for health organizations seeking to engage patients and families?

Hint: e.g. a condition of accreditation and/or participating in a Medicare program

Advice for other organizations implementing PHRs and looking to the future

- 1. If you had some advice for organizations thinking about implementing a PHR, what would that be?**
- 2. Does the PHR impose any tensions for an organization in terms of balancing privacy and security with the benefits of having electronic health record systems?**
Hint; benefits of electronic health record systems might be patient autonomy, social connectedness, sharing between organizations, efficiencies or achieving equitable care
- 3. What future strategies or approaches are being considered to improve usage of PHR?**
- 4. How do you envision the future design and functionality of the PHR?**